

I want to offer my whole-hearted support of CapTel. It has made a huge difference to my family. My grandmother had become deaf, and it had become impossible for us to communicate with her by telephone, even an amplified telephone. Anytime we wanted to plan an outing, find out what groceries she needed from the store, or see how she was feeling, we had to drive over to her house. In addition, she was unable to take care of any of her business by phone. She couldn't even call to say hello, or to let us know that she was feeling ill or needed something. The TDD was too confusing for her, as was e-mail, so we had begun to despair. When we found out about the CapTel trial, we were overjoyed. It was, and still is, so wonderful to be able to call and ask how she's doing, arrange to go out to eat, or just say hello; all of which don't seem so important until you can't do them. And I know it's great for her to be able to call a cab or make a dentist appointment. It's reassuring, too, to know that she can call if she needs help. I firmly believe that CapTel is a major factor in my grandmother's ability to live on her own and retain some of her independence. I know that it has helped to keep her from becoming isolated. We look forward to the time when this service will be available on a permanent basis. It would be devastating for our family if we were no longer able to use the service.